

## **Bracknell Forest Borough Council - Complaints Procedure**

### **Landscape Services**

What Happens When Things Go Wrong?

We aim to ensure that Landscape Services provides a high quality service across the borough, however there may be occasions where we may not match your expectations. The procedure outlined below is designed to bring this to our attention and rectify the matter as quickly as possible.

- In the first instance we would ask that your first point of contact should be with our **Customer Service Centre** the trained operators will log your call and be able to provide you with a unique reference number.

**Telephone 01344 352000**

Email [Customer.Services@Bracknell-Forest.gov.uk](mailto:Customer.Services@Bracknell-Forest.gov.uk)

- Should you be unhappy with the response to this initial enquiry please put your concerns in writing to **Mr Steve McKenna** the Landscape Manager. Please quote your unique reference number to allow us to access your enquiry details as quickly as possible.

**Mr Steve McKenna  
Landscape Manager  
Bracknell Forest Borough Council  
Central Depot  
Old Bracknell Lane West  
Bracknell  
Berkshire  
RG12 7AE**

Email [Steve.McKenna@Bracknell-Forest.gov.uk](mailto:Steve.McKenna@Bracknell-Forest.gov.uk)

- Should the matter not be fully resolved at this point please address any further concerns to **Mrs Helen Tranter** Head of Culture & the Visual Environment. Please quote your unique reference number to allow us to access your enquiry details as quickly as possible.

**Mrs Helen Tranter  
Head of Culture & the Visual Environment  
Bracknell Forest Borough Council  
Time Square  
Market Street  
Bracknell  
Berkshire  
RG12 1JD**

Email [Helen.Tranter@Bracknell-Forest.gov.uk](mailto:Helen.Tranter@Bracknell-Forest.gov.uk)

- If you are still dissatisfied please address your concerns to **Mr Vincent Paliczka** the Director of Environment & Leisure. Again we would ask that you quote your unique reference number so we can quickly access your complaint details.

**Mr Vincent Paliczka**  
**Director of Environment & Leisure**  
**Bracknell Forest Borough Council**  
**Time Square**  
**Market Street**  
**Bracknell**  
**Berkshire**  
**RG12 1JD**

- Alternatively you can contact your local **Councillor** who's contact details are displayed on our website (your council – members of the council) and in the reception area of Bracknell Forest Borough Council Offices located at

**Easthampstead House**  
**Town Square**  
**Bracknell**  
**Berkshire**  
**RG12 1AQ**

We are always looking for ways to improve the service that we provide and welcome all comments regarding our landscaped areas. Please be assured that all your comments will be fully investigated and dealt with in a confidential manner. You should receive an acknowledgment of your comments within 7 working days of their receipt.